

Technical Support

In the U.S.A., you can contact FORE Systems' Technical Support by any one of four methods:

1. If you have access to Internet, you may contact FORE Systems' Technical Support via e-mail at the following address:

support@fore.com

2. You may FAX your questions to "support" at:

412-742-7900

3. You may send questions, via U.S. Mail, to the following address:

**FORE Systems, Inc.
1000 FORE Drive
Warrendale, PA 15086-7502**

4. You may telephone your questions to "support" at:

800-671-FORE (3673) or 412-635-3700

Technical support for non-U.S.A. customers should be handled through your local distributor.

No matter which method is used for technical support, please be prepared to provide your support contract ID number, the serial number(s) of the product(s), and as much information as possible describing your problem/question.



StreamRunner™ AVA-300 PROM Upgrade Manual

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Introduction

This manual provides the information necessary to upgrade your *StreamRunner™* AVA-300's firmware. This upgrade is necessary to utilize all the features of SVA software version 4.1 or higher.

Kit Inventory

- 3 replacement PROMs (1 ZIGPRM, 1 ZAGPRM, 1 MC)
- 1 grounding wrist strap
- 1 revision label
- 1 AVA-300 PROM Upgrade Manual (this manual)

PROM Removal/Replacement

CAUTION



Work on a sturdy, flat surface and use a grounding strap and ESD bench (if available) throughout this entire upgrade procedure.

1. Turn off and unplug the AVA-300 being upgraded.
2. Turn over the AVA-300 and remove the eight cover screws with a Phillips-head screwdriver.
3. Slip the outer cover off of the unit's chassis.
4. Ground yourself to the AVA-300 by using the wrist strap.
5. Familiarize yourself with the positions of the ZIGPRM, ZAGPRM, and MC on the circuit board by referring to Figure 1:

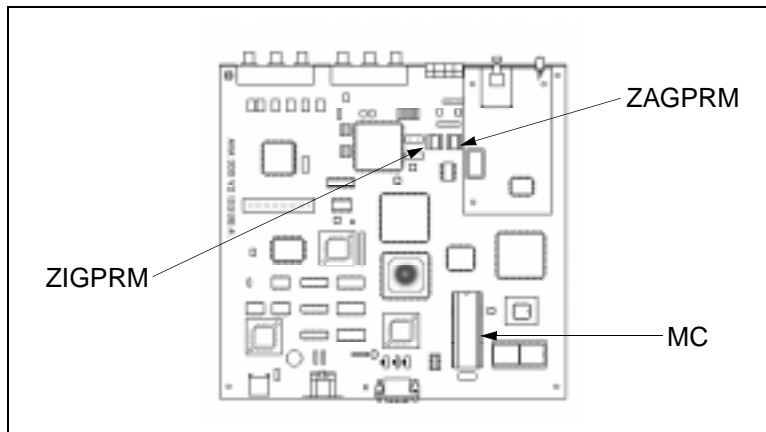


Figure 1 - PROM Positions on AVA-300 Circuit Board

6. Using a PROM puller, gently remove the ZIGPRM from the circuit board.
7. Gently insert the replacement PROM into the socket with the aid of the PROM puller, while making sure the pins line up properly. The PROM and socket both have small indentations that help you determine proper PROM alignment (see Figure 2):

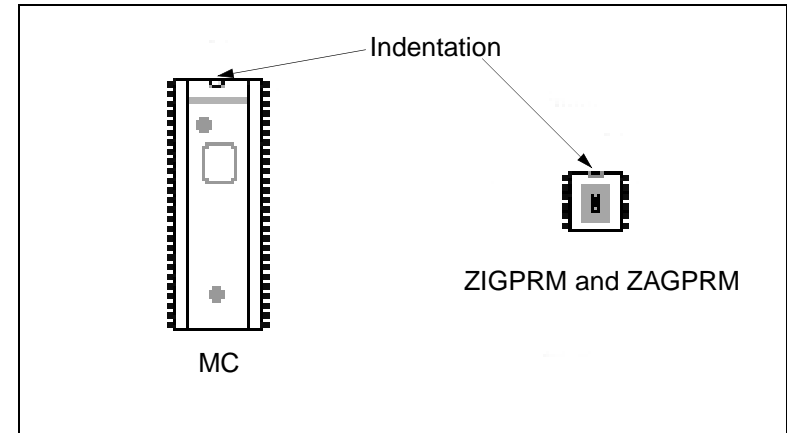


Figure 2 - PROM Indentation

8. Repeat steps 6 and 7 for the ZAGPRM and MC.
9. Locate the existing revision label (typically located near the serial number) on the motherboard. Affix the new revision label that you received in this kit overtop the existing one. This allows you to remember the version installed on the motherboard.
10. Slip the outer cover back onto the unit's chassis. The inside of the cover plate has a band of gray paint which corresponds to the rear of the chassis for proper alignment.
11. Replace the eight cover screws.

You have successfully completed the AVA-300 PROM Upgrade.